

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class code 0474***

**FLSA: Exempt**

**CLASSIFICATION TITLE: DIRECTOR, CITY-WIDE SERVICES**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform managerial work functions associated with directing operations of the City-Wide Services division of Public Works, to include street construction/maintenance, sewer construction/maintenance, garbage collection, brush/trash collection, street cleaning, recycling, and response to emergency situations.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Directs operations of the City-Wide Services division, to include street construction/maintenance, sewer construction/maintenance, garbage collection, brush/trash collection, street cleaning, recycling, and response to emergency situations; assumes operational command and control, oversees resource management, and implements divisional programs.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; interviews candidates for employment and makes hiring recommendations; coordinates training activities.

Ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations or violations.

Ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals.

Consults with assigned staff to review work requirements, status, and problems; assists with complex or problem situations; provides direction, advice, and technical expertise.

Consults with management as needed to review department activities, provide recommendations, resolve problems, and receive advice/direction.

Communicates with other departments, contractors, vendors, state department of transportation, utility companies, outside agencies, civic organizations, the public, the media, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Coordinates work activities within the division and with other departments, contractors, utility companies, outside agencies, or others as needed.

Coordinates daily work activities; organizes and prioritizes department workload; makes work assignments; monitors status of work in progress; inspects completed work.

Oversees garbage collection and brush/trash collection, including curbside pickup of trash and removal of junk.

Oversees recycling activities, including drop-off of recyclable materials and pickup from local businesses.

Oversees street cleaning activities, including sweeping streets and mowing rights-of-way.

Oversees construction/maintenance of streets and rights-of-way, to include excavating roadways, preparing for paving, pouring concrete and asphalt, building driveways, patching potholes, and building curbs and gutters.

Oversees construction/maintenance of storm drainage systems, to include concrete work, installing pipes, forming curbs, repairing/installing guardrails, installing erosion control fabric, monitoring for stoppages, and cleaning catch basins, manholes and ditches.

Oversees cleanup of emergency situations and special events, including removing debris from roads, removing illegally dumped materials, and cleaning roads following events such as parades and festivals.

Coordinates response to weather-related emergency situations; monitors severe weather systems; procures materials used to clear streets during ice/snow removal; assures availability and maintenance of equipment used during emergencies or disasters.

Represents the city during training exercises and activation of the emergency operation center in the event of disaster.

Manages construction projects; inspects job sites as needed; ensures proper traffic control at sites.

Monitors work orders and complaints to assure their completion.

Oversees inventory control to ensure adequate levels of departmental equipment and supplies; initiates orders for new or replacement materials; ensures proper maintenance of vehicles and equipment.

Manages division budgets; prepares and submits recommendations for operating and capital budgets; administers approved budget and monitors expenditures.

Compiles and/or monitors various administrative and statistical data pertaining to departmental operations; performs research as needed; makes applicable calculations; analyzes data and identifies trends; prepares or generates reports; maintains records.

Processes a variety of documentation associated with departmental operations, per established procedures and within designated timeframes; distributes documentation or retains records as appropriate.

Develops, updates, and implements departmental policies and procedures.

Prepares or completes various forms, reports, correspondence, budget requests, schedules, performance appraisals, or other documents.

Receives various forms, reports, correspondence, purchase orders, shipping releases, requisitions, accident reports, injury reports, sanitation reports, progress reports, schedules, news releases, time sheets, performance appraisals, payroll records, specifications, drawings, maps, directories, policies, codes, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections as appropriate; utilizes word processing, database, e-mail, or other software programs.

Communicates via telephone and/or two-way radio; provides information; takes and relays messages; responds to requests for service or assistance.

Responds to complaints and questions related to department operations; provides information, researches problems, and initiates problem resolution.

Attends meetings; serves on committees as needed; makes speeches or presentations.

Maintains a comprehensive, current knowledge and awareness of applicable laws/regulations; maintains an awareness of new trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

### **ADDITIONAL FUNCTIONS**

Operates a motor vehicle to conduct work activities.

Coordinates special events or activities for the department as assigned.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

Bachelor's degree in Public Administration, Business Administration, Civil Engineering, or closely related field; supplemented by six (6) to nine (9) years previous experience and/or training that includes public works, road construction, and project management; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee Driver's License.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to synthesize, hypothesize, and/or theorize concerning data involving modification of existing policies, strategies and/or methods to meet unique or unusual conditions. Requires the ability to do so within the context of existing organizational theories and management principles.

**Human Interaction:** Requires the ability to function in a director capacity for a major organizational unit requiring significant internal and external interaction.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

**Functional Reasoning:** Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate depth and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as machinery, traffic hazards, or violence.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.